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Fiserv Wins Most Creative Application of Voice Technology in PYMNTS.com Challenge with Amazon Alexa

Inspired thinking transforms voice banking from commands into conversations

BROOKFIELD, Wis.--(BUSINESS WIRE)-- Fiserv, Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, has been recognized for the *Most Creative Application of Voice Technology* in the PYMNTS.com 2018 Voice Challenge with Amazon Alexa.

Fiserv is developing voice banking capabilities in tandem with financial institutions and with a focus on natural language processing. The result is a capability in tune with how people think, enabling them to manage their bank account as they would speak in conversation. Rather than being limited to a set of specific commands, people can ask questions such as, "Alexa, can I please have my balance?" or, "Alexa, how much is in my savings account?"

"The power of voice is its potential to create transaction flows that adapt to the life of the consumer instead of having the consumer adapt to the flow of a baked-in set of banking and payments processes," said Karen Webster, CEO, PYMNTS.com. "The Fiserv submission demonstrated the power of a skill that can sync with the life of a consumer whenever and wherever they are - and all of the financial services and payments possibilities that can be unlocked from that way of thinking."

The Fiserv submission highlights how the Amazon Alexa voice service can notify customers of pending bills and enable them to send P2P payments, check mortgage rates and manage their credit cards. The submission supports all current and future Alexa-enabled devices, including the Echo Show, which provides consumers with at-a-glance financial information on the device screen.

"New technologies have inspired new thinking about how we move and manage money. There are no longer online banking users or mobile banking users, they are all digital users, and digital banking will increasingly include conversational capabilities as part of an intelligent experience," said Scott Domach, vice president, Digital Banking, Fiserv. "These insights inform how we turn strategy into action, partnering with our clients to develop purposeful innovation that improves how people live and work."

To view the Fiserv 2018 Voice Challenge video submission, visit fisv.co/2018VoiceChallenge.

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About the PYMNTS.com Alexa Challenge

The PYMNTS.com 2018 Voice Challenge with Amazon Alexa sought to identify comprehensive solutions that use voice technology to help wring complexity out of the consumer experience. The challenge brought together top innovative teams to develop and execute a prototype using Alexa, Amazon's virtual assistant, to solve problems, remove points of friction, and add value to the payments and commerce ecosystem.

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) enables clients worldwide to create and deliver financial services experiences in step with the way people live and work today. For more than 30 years, Fiserv has been a trusted leader in financial services technology, helping clients achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and insights and optimization. Fiserv is a member of the FORTUNE® 500 and has been named among the FORTUNE Magazine World's Most Admired Companies® for five consecutive years, recognized for strength of business model and innovation leadership. For more information, visit fiserv.com.

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